

HR CONNECTIONS



Mayor Michael B. Coleman

Welcome to the September 2005 edition of HR Connections. The end of the summer and beginning of the fall season is always a very busy and exciting time of the year. Kindergarten, high school and college present new and potentially rewarding opportunities for the very young and young adults alike. Professional and college football fans can still cling to the dream of an undefeated season and Super Bowl/National Championships (at least for a little while longer). Labor Day, Veteran's Day and Thanksgiving are right around the corner and will be here before we realize it.

It is an equally hectic and potentially rewarding time for the Human Resources Department and for the City of Columbus in general. The combined Charitable Campaign Kick-off is September 19, 2005. The goal this year is \$200,000. A special thank you in advance to the Appointing Authorities, Coordinators and especially the City employees who consistently demonstrate their support for the campaign through their generous contributions.

The Citywide Human Resources Conference is scheduled for October 18th at the Police Training Academy. Our Fall Health Fair will take place in November and several training and development opportunities will be offered throughout the fall. Additional details regarding these events will be provided in this edition. Please take advantage of these opportunities and resources as we approach the conclusion of this calendar year.

Chester C. Christie,
Director, Human Resources

INSIDE:

Welcome Corner

Fall Health Fair
November 2005

Citywide Office of
Training &
Development Update

Safety Council Gets
Special Recognition!

3rd Annual
HR Conference
October 18, 2005

311 Call Center
Update!

Free Credit Reports
Available!

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**Things That Make
You Say Hmm...**

"The greatest
possession you have
is the 24 hours
directly in front of
you."

WELCOME CORNER



The Employee Benefits/Risk Management section of Human Resources would like to welcome William Gaines to its team. He will serve as an Employee Benefits Analyst II, responsible for administration of the City's workers' compensation and injury leave programs. William comes to Human Resources from the Health Department where he was the Manager of Vital Statistics since 2001.

Season of Change

3rd Annual Citywide
HR Conference for
Human Resources and
Payroll Professionals

October 18, 2005
Police Training Academy
1000 Hague Ave. 7:30am-4:30pm



Update: 311 City Call Center!

The 311 project will establish one, three-digit telephone number ("3-1-1") that Columbus residents will call to request city services such as repair of street lighting, filling of potholes, etc.

On February 14, 2005, the Columbus Refuse Call Center and the Mayor's Action Center (MAC) came together in a virtual manner to form the nucleus of the 311 City Call Center. On that date, calls to 645-8774 (645-TRSH) and 645-2489 (645-CITY) were answered by both groups of service representatives (SR's). The telephone system was re-programmed to find an SR who was not on the phone and pass that call to them; physical location of the SR's became immaterial as to who received calls. The 311 City Call Center also started using new Customer Relationship Management (CRM) software. This software was developed by Department of Technology staff; it is built around the concept of keywords and integrates the Citywide Geographical Information System (GIS) repository.

This software has been designed so that if a resident's call requires a City service such as filling a pothole, a service request is electronically generated and transmitted to the appropriate supervisor for servicing. Once a request has been satisfied, the service request is closed. As of August 22, 2005, nearly 81,000 service requests have been created.

On July 18th, the Transportation Division Call Center was incorporated in the 311 City Call Center. This means that a resident calling 645-5660 has their call processed exactly like a call that is directed to either 645-8774 or 645-2489.

Currently, the 311 Team is collecting requirements for the Development Department to be followed by the Health Department and the Department of Public Utilities. The "3-1-1" telephone service is scheduled to be active on January 3, 2006.

Information provided by Jeff Clouse,
Department of Technology

COLUMBUS CITY COUNCIL RECOGNIZES OCCUPATIONAL SAFETY PROFESSIONALS!

City Council recognized and paid tribute to the occupational safety professionals and designees who have contributed to furnishing a place of City employment free from hazards, reducing incidences of injuries and lost days and who are committed to the prevention and control of unsafe working conditions. The Department and Division Safety Professionals, through their participation in the Citywide Occupational Safety and Health Advisory Committee and the Technical Advisory Safety Committee have implemented safety policies procedures and processes that have contributed significantly to a reduction in the frequency and severity of workplace injuries in the City of Columbus.

The individual's recognized by City Council played a key role in influencing and involving managers, supervisors, and employees to anticipate, recognize, evaluate, and control workplace hazards that reduced injuries and at-risk work practices in the City of Columbus. With the assistance, support and dedication of the safety professionals and designees in the departments and divisions and their safety committees along with Administration support, and the continuing effort of the Joint Union and Management Safety Committee's, the City has begun to experience reductions in total workers' compensation claims, lost time claims and injury leave hours.

The Citywide Occupational Safety and Health program is housed in Human Resources under the direction of Director Chet Christie and Deputy Director Jacquilla Bass. It began operation in 2001 with the hiring of a Citywide Occupational Health and Safety Manager, whose purpose is to reduce the incidence of occupational injuries and diseases, protect employees against hazards and risk of hazards. It is a goal of the department to promote a safe and healthy working environment for all City employees.

CITYWIDE OFFICE OF TRAINING AND DEVELOPMENT

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**Currently reviewing proposals for
the following training courses:**

COMING SOON:

Interviewing Techniques
Somali Culture
Hispanic Culture
Great Grammar
Hello, How May I Help You?
Sign Language

Watch for these courses and more
during the Fourth Quarter of 2005.

PLEASE EXCUSE OUR DUST!

The City building located at 750 Piedmont will be under construction beginning October, 2005 through April, 2006. The building will have a new HVAC system. During this period, it will be business as usual, although we were told, there may be some days when individuals should avoid the building. If you are signing up for classes at Citywide Training, please make sure the office has accurate contact information in case there are unforeseen schedule changes.

The employees at Piedmont are looking forward to the new installation and the ability to regulate the buildings temperature.

Thanks for your patience!

SAVE THE DATE!

Fall Health Fair November 2005

November 3rd, 4th, 8th, 9th and 10th

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In addition to the annual flu shots,
a variety of health screenings will be offered to City of
Columbus employees.

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Times & Locations coming soon!

You Can Expect a Lot From Your City of Columbus Employee Assistance Program

Thinking about talking to a counselor at EAP? Here's a preview of what to expect:

- **Professionalism**; All EAP counselors have masters degrees and lots of experience counseling on a wide variety of issues...
- **Listening**; Tell your story, your way, without interruption, to someone who wants to understand your point of view; you get to hear yourself think...
- **Neutrality**; EAP counselors do not have a "stake" in any certain outcome, so they are able to be impartial and objective...
- **Confidentiality**; What you say, and the records EAP keeps, are protected by Federal confidentiality regulations, the same as if you went to any counseling agency...
- **Support**; A core mission of EAP is to help you be successful and productive in your life and work...
- **Feedback**; At some point, your counselor may share their observations for your consideration...
- **Exploration**; EAP is a place to weigh the pros and cons of various courses of action *before* you make a decision.

City employees and their family members can talk to EAP about personal and job-related concerns. When you can use a place to help think things through, call EAP at 645-6894.

PROTECT YOUR IDENTITY!

The Federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness and privacy of information in the files of the national consumer reporting companies. The FCRA also guarantees you the right to request and obtain a free copy of your credit report, once every 12 months, from one of the nationwide consumer reporting companies. Verifying data on your credit report can help protect yourself against identity theft and ensure your credit information is current and accurate. To obtain additional information on this topic, visit www.annualcreditreport.com or the Federal Trade Commission www.ftc.gov/credit. You can also call toll-free at 1-877-322-8228.

IMPORTANT PHONE NUMBERS

United HealthCare (Medical)1-800-681-3849
Claims, Pharmacy/UHC Mail Order (MEDCO), Pre-certification
Optum/Nurseline.....1-877-365-7922
United Behavioral Health.....1-800-358-0365
Behavioral health, substance abuse, psychiatric treatments
Website.....www.myuhc.com
AETNA (Dental)1-866-879-4337
Website.....www.aetna.com
Vision Service Plan (Vision) 1-800-877-7195
Website.....www.vsp.com
AETNACOBRA: Continuation Benefits.....1-800-877-7994
AETNA: Short-term Disability.....1-503-937-0302
Claim Questions.....1-866-282-8495
Filing a Claim: Contact Division of Human Resources,
Risk Management at 645-8065, or Payroll.
AFLAC.....614-761-1342
Deferred Compensation..... 1-877-644-6457
Deferred Compensation Website.....www.ohio457.org
Colonial Life.....1-800-272-5025
OPERS.....1-888-400-0965
EAP.....614-645-6894
City Website.....http://www.columbus.gov
Intranet.....http://Intranet/Agencies/Human Resources

HR Connections

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